

<b>Civil Service Commission</b> <b>Performance Indicators - November 2019</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month Oct 2019</b>	<b>Current Month Nov 2019</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Selection Services</b>							
Number of calendar days from job announcement to list issuance. <sup>1</sup>	monthly	reduce	110	127	135	6.0%	162
Number of job announcements older than six months as a percentage of all active announcements. <sup>1</sup>	monthly	reduce	5.0%	0.8%	0.7%	-17.5%	0.7%
Percentage of Open Competitive job announcements accepting applications via the Online Application System only. Since March 7, 2011, when the OAS became operational, the Civil Service Commission has received 468,738 applications via the OAS for 30,087 announcements (Open Competitive and Promotional) issued. <sup>2</sup>	monthly	increase	100.0%	100.0%	100.0%	0.0%	100.0%
Percentage of Promotional job announcements accepting applications via the Online Application System only. <sup>3</sup>	monthly	increase	100.0%	100.0%	100.0%	0.0%	100.0%
Average number of minutes a caller remains in the queue until connected to a call center employee. Call Center staff handled 6,827 calls in November. <sup>4</sup>	monthly	reduce	1.5	3.3	4.1	24.2%	2.1
<b>Appeals &amp; Regulatory Affairs</b>							
For the preceding 12 months (a rolling period), complete at least 105% of the number of written record appeals received. <sup>5</sup>	monthly	maintain	105.0%	94.8%	95.5%	0.7%	102.0%
Percentage of pending written record appeals aged greater than six months. <sup>5</sup>	monthly	reduce	18.0%	28.3%	32.8%	15.9%	21.7%

<sup>1</sup>The performance indicator does not reflect public safety positions, due to DOJ Consent Decree.

<sup>2</sup>The CSC received 587 applications for the 89 Open Competitive announcements with issue dates between November 1 and November 30, 2019; all were received via the OAS.

<sup>3</sup>In November, the CSC received 2,062 applications for the 265 Promotional announcements issued; all but seven of these applications were received via the OAS.

<sup>4</sup>The Call Center phone system received 6,827 calls in November. Of these, 2,389 (or 34.99%) were handled by Call Center staff.

<sup>5</sup>In the preceding 12 months, DARA has received a total of 3,142 written record appeals and has completed 3,000. As of November 30, 2019, there were 954 pending written record appeals.

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<b>Classification &amp; Personnel Management</b>							
Percentage of final layoff plans reviewed and approved within 30 days. In Calendar Year 2018, the Civil Service Commission received 18 Permanent and 1 Temporary Layoff Plans. <b>In Calendar Year 2019, the Civil Service Commission received 23 Permanent and 0 Temporary Layoff Plan.</b>	monthly	maintain	100%	100.00%	100.00%	0.0%	100.0%
Percentage of State government certifications issued within 10 business days <sub>6</sub>	monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
Percentage of Local government certifications issued within 5 business days <sub>6</sub>	monthly	maintain	100%	100.0%	100.0%	0.0%	100.0%
State and Local Government Titles consolidated or eliminated. Since March 2010, 2,516 titles have been eliminated or consolidated. In FY 2018, 8 titles have been eliminated, 5 have been added. <b>In FY 2019, 2 titles have been eliminated, 11 have been added.</b>	annually		25	0	0		
State Titles	monthly	reduce	-	2,498	2,498	0.0%	-
Local Titles	monthly	reduce	-	2,175	2,175	0.0%	-
Common Titles (titles that can be used by both State and Local governments)	monthly	increase	-	241	241	0.0%	-
Pending classification appeals <sub>8</sub>	monthly	maintain	300	243	263	8.2%	243
Percentage of classification appeals completed within 180 days <sub>8</sub>	monthly	maintain	100%	66.7%	43.5%	-34.8%	57.1%

<sub>6</sub>Pursuant to N.J.A.C. 4A: 4-4.2 and 4A: 4-4.8, the Certification Unit is responsible for the issuance and final disposition of all State and local government certifications. In November, 209 State and 267 local government certifications were issued.

<sub>7</sub>The number of State Titles only includes those titles in the Executive branch of State Government. As of November 30, 2019, there are 537 titles assigned to the Judicial and Legislative Branches of State Government that the Civil Service Commission maintains on behalf of both branches; however, the authority over the consolidation and/or elimination of those titles rests with the branches themselves.

<sub>8</sub>Pursuant to N.J.A.C. 4A: 3-3.9, the Division of Classification and Personnel Management ("CPM") is responsible for performing Classification Appeals in State and local government jurisdictions under civil service. Pursuant to N.J.A.C. 4A:3-3.9(c)5 and (d)1, CPM must issue its decision letter within 180 days of receipt of the appeal and all completed documentation as required by CPM. In Calendar Year 2018, CPM received 779 classification appeals and completed 787. In Calendar Year 2019, CPM received 400 classification appeals and completed 344.

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<b>Training and Development</b>							
Number of Contact Hours - Classroom <sup>9</sup>	annually	increase	42,000	3,739	3,087	-17.4%	3,106
Number of Contact Hours - Electronic <sup>10</sup>	annually	increase	101,000	4,166	2,975	-28.6%	7,928
Number of Contact Outreach Hours - Employee Advisory Service <sup>11</sup>	annually	increase	200	26	35	34.2%	18

<sup>9</sup>Contact Hours - Classroom represents the number of hours participants spent in an Instructor-led classroom.

The Center for Learning and Improving Performance (CLIP) performed 37,333 instructor - led contact hours in Fiscal Year 2015 and 44,938 in Fiscal Year 2016. In Fiscal Year 2017, instructor led classroom hours totaled 41,565 and 35,230 in Fiscal Year 2018. Fiscal Year 2019, instructor led classroom hours totaled 35,667. To date in Fiscal Year 2020, instructor led classroom hours total 16,851.

<sup>10</sup>Contact Hours - Electronic represents the number of hours participants spent taking online courses.

The Center for Learning and Improving Performance (CLIP) performed 127,662 electronic contact hours in Fiscal Year 2015 and 161,514 in Fiscal Year 2016. In Fiscal Year 2017, electronic contact hours totaled 148,690 and 200,516 in Fiscal Year 2018. Fiscal Year 2019, electronic contact hours totaled 115,947. To date in Fiscal Year 2020, electronic contact hours total 26,658.

<sup>11</sup>Employee Advisory Services performed 141 outreach hours in Fiscal Year 2015 and 204 in Fiscal Year 2016. In Fiscal Year 2017, outreach hours totaled 142 and 117.5 in Fiscal Year 2018. Fiscal Year 2019, outreach hours totaled 219. To date in Fiscal Year 2020, outreach hours total 109.5.